



## e-Subscriptions

Minimize Administration; Maximize Value

### Subscription Dashboard

- Unified view of portfolio
- Real time KPI's
- Life-cycle visibility
- Ensure profitability

### Subscription Contract Administration

- Create Subscription Contracts from Sales Orders
- Multiple items on Subscription Contract
- Easily Update, Add, Delete Items
- Multiple Types
- Start and End Dates
- Item History from Start to Finish
- Case History on Subscription Contract

### Renewals

- Proactively manage renewals
- Automated reminders
- Identify upsell opportunities
- Co-terminate Subscription renewals
- Prevent revenue leakage
- Eliminate data re-entry

### Subscription Contract Accounting

- Flexible billing schedules
- Improve billing accuracy
- Enhanced revenue recognition
- Fully integrated to general ledger

e-Subscriptions is an end-to-end management solution that allows you to proactively manage subscriptions, software licenses, usage & entitlements, and renewals. e-Subscriptions reduces the burden of administration ensuring each subscription is profitable and maximizing the value of your portfolio.

The dashboard driven management approach provides enhanced visibility and insight via Key Performance Indicators (KPI's) across the entire subscription life-cycle.

Developed 100% in NetSuite's SuiteCloud development platform, e-Subscriptions leverages the power of the leading Cloud-based ERP/Financial management suite.

As the backbone of your service processes, e-Subscriptions will connect the various customer service and support activities into a single, integrated service life-cycle and support you in turning service into a profitable business.



### Software Subscription Contracts

#### Business Requirements:

- ✓ Ability to sell subscription(s) for a specified period of time.
- ✓ Track key dates such as renewals.
- ✓ Ability to auto-renew subscriptions.
- ✓ Invoice subscription renewals.
- ✓ Co-Terminate subscription renewals.
- ✓ Actively monitor subscription contracts.
- ✓ Proactively manage subscription contract values.

#### Examples:

- ✓ Sell a one-year subscription; proactively manage renewal; automatically send renewal notice and invoice.
- ✓ Sell initial subscription and add new subscriptions through the initial term. Ability to co-term the renewal of these subscriptions.
- ✓ Sell and manage multiple subscriptions per customer per year and co-term renewal.

## Usage/Entitlement Contracts

### **Business Requirements:**

- ✓ Ability to sell Usage/Entitlement Contracts for a specified period of time.
- ✓ Quantify and Track Usage.
- ✓ Track and Invoice Overage.
- ✓ Upsell based on Usage/Overage.
- ✓ Track key dates such as renewals.
- ✓ Ability to auto-renew Contracts.
- ✓ Invoice renewals.
- ✓ Co-Terminate renewals.
- ✓ Actively monitor contracts.
- ✓ Proactively manage contract values.
- ✓ View detailed customer information including installations, items under contract, contract type, contract coverage, serial numbers, service details and more.

### **Example:**

#### **Copier Company (Price Banding)**

- ✓ Sell a Parts & Labor Service Contract which includes 1000 copies per month. Monthly Fee is \$500.00.
- ✓ Ability to charge for Overage in Bands
  - 1000-2000 copies per month = \$100.00 Additional Charge
  - 2001+ copies per month - \$250.0 Additional Charge

**Assuming 3500 copies the monthly charge in this scenario would be \$750.00.**



*"Epiphany and their bundle, e-Contracts, made NetSuite Our Cloud – they took what was a month long process to manage and bill our monthly contracts and condensed the workload down to about a week and half, a time savings of approximately 105 hours per month or approximately \$31,500.00 per year. By using automation to communicate and receive data from our customers, bill them, and generate all standard contracts; our process is now far more accurate and effective. We went from a fully manual process using NetSuite Jobs (Projects) to a fully integrated contract management solution."*

*Tom Heideman, Business Application Manager,  
MasterGraphics, Inc.*

Founded in 2002, Epiphany has provided NetSuite services and solutions to hundreds of companies using NetSuite locally and internationally.

Epiphany is a NetSuite Solution Provider and member of the SuiteCloud Developer Network and NetSuite Product Council.

Our portfolio of industry solutions allow companies to manage essential business processes while leveraging the power of NetSuite.

**We make it YOUR Cloud!**

